

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Training Specialist 2

---

### Definition

Manages an educational program for an agency with field offices or an agency providing educational consultation and training for other public or private entities; or conducts a segment of a large, comprehensive statewide staff development program providing services for all executive branch agencies; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Conducts a statewide educational program to inform and teach technical specialists in non-state agencies engaged in social service, civic or law enforcement functions through consultation and educational materials.

Identifies training and developmental needs to formulate educational programs; observes employee performance; obtains input from department heads and supervisors; reviews attendance records, performance evaluation and accident reports; and surveys employee attitudes and grievances.

Plans and develops seminars, workshops, and short courses or other educational activities to meet identified educational needs; outlines curriculum; selects, writes, and revises course materials such as handbooks, texts, test and visual aides; writes narrative and statistical reports on agency educational objectives and accomplishments.

Plans an orientation program to acquaint new employees with the agency; prepares an agenda, conducts sessions, and obtains the participation of department heads, supervisors, and agency program specialists.

Assesses training needs for employees of executive branch departments and utilizes results in the design and construction of courses, leadership seminars, classroom, pre-recorded, and online training; ensures that training is meeting needs and objectives.

Conducts, or arranges for, classroom instruction to implement training; lectures and leads discussions or contacts program specialists to perform these functions.

Plans for outside training programs to meet anticipated employee educational and training needs; identifies technical specialty areas, resources, and modes for training, money, and staffing requirements.

Develops monetary resources to provide funding for new and expanded training and technical education programs; writes budget requests/justifications; researches and writes applications for funding.

Advises supervisors, management officials, and employees of technical and non-technical training courses and staff development modes to encourage and channel employee or public education in agency programs and services.

Facilitates affiliations of students and interns from educational facilities for technical and professional work experiences within state agencies; coordinates student schedules with supervisors and affiliating schools.

## Competencies Required

### Knowledge:

- Education and Training – Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language – Structure and content of the English language including the meaning and spelling of words, and rules of composition and grammar.
- Administration and Management – Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Personnel and Human Resources – Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.

### Abilities:

- Oral Expression – Communicate information and ideas in speaking so others will understand.
- Oral Comprehension – Listen to and understand information and ideas presented through spoken words and sentences.
- Speech Clarity – Speak clearly so others can understand you.
- Speech Recognition – Identify and understand the speech of another person.
- Fluency of Ideas – Come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Originality – Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Category Flexibility – Generate or use different sets of rules for combining or grouping things in different ways.
- Written Comprehension – Read and understand information and ideas presented in writing.
- Written Expression – Communicate information and ideas in writing so others will understand.

### Skills:

- Instructing – Teaching others how to do something.
- Speaking – Talking to others to convey information effectively.

- Learning Strategies – Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Coordination – Adjusting actions in relation to others' actions.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

### Minimum Qualification Requirements

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited four-year college or university with a degree in any field, and experience equal to three years of full-time work in professional training, teaching, course development, facilitation, or counseling within an educational setting; professional human resources administration including such areas as job analysis, performance appraisal, selection devices, or labor relations; or a technical program area utilized by the employing agency.
- 2) Seven years of full-time work experience in professional training, teaching, course development, facilitation, or counseling within an educational setting; professional human resources administration including such areas as job analysis, performance appraisal, selection devices, or labor relations; or a technical program area utilized by the employing agency.
- 3) All of the following (a and b):
  - a. Three years of full-time work experience in professional training, teaching, course development, facilitation, or counseling within an educational setting; professional human resources administration including such areas as job analysis, performance appraisal, selection devices, or labor relations; or a technical program area utilized by the employing agency; and
  - b. A total of four years of education and/or full-time experience (as described in part a), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 4) Current, continuous experience in the state executive branch that includes six years of full-time work as described in number two.
- 5) Current, continuous experience in the state executive branch that includes eighteen months of full-time work as a Training Specialist 1.

*Effective date: 11/25 SA*